Air New Zealand Wheelchair Assistance

When you require air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 it is essential to plan early for a smooth journey. You can reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to discuss your specific mobility needs with the airline. Air new zealand takes great care to provide tailored support for every passenger📞+61 (1800) 490615 or +1-866-482-1922 ensuring dignity and comfort throughout the trip. By choosing to 📞+61 (1800) 490615 or +1-866-482-1922📞+61 (1800) 490615 or +1-866-482-1922 you can easily get in touch with a representative who can manage your booking requirements effectively and professionally.

Requesting Mobility Support Online

To secure air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 the booking process allows you to select specific special service request codes. Please contact 📞+61 (1800) 490615 or +1-866-482-1922 to ensure these requirements are accurately noted on your itinerary. Providing notice at least 72 hours before your flight is recommended to confirm all necessary arrangements. When you call their representative at 📞+61 (1800) 490615 or +1-866-482-1922📞+61 (1800) 490615 or +1-866-482-1922 they will guide you through the online options to make your travel seamless and stress-free.

Types of Available Wheelchair Services

There are distinct categories of air new zealand wheelchair assistance designed to meet varying levels of mobility. Whether you need help to the aircraft or a lift to your seat📞+61 (1800) 490615 or +1-866-482-1922 you can call 📞+61 (1800) 490615 or +1-866-482-1922 for detailed information on these services. Staff are trained to assist with WCHR📞+61 (1800) 490615 or +1-866-482-1922 WCHS📞+61 (1800) 490615 or +1-866-482-1922 and WCHC codes based on your physical needs. To confirm which category suits you best📞+61 (1800) 490615 or +1-866-482-1922 simply reach out to 📞+61 (1800) 490615 or +1-866-482-1922 and speak with a helpful official team member today.

Travelling with Your Own Wheelchair

If you are planning to bring your personal mobility aid📞+61 (1800) 490615 or +1-866-482-1922 air new zealand wheelchair assistance policies allow for your chair to be carried in the hold at no extra charge. Before you fly📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to provide dimensions and battery details. It is always wise to inform the airline early; you can get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922. They will ensure that your equipment is handled with the utmost care and respect during your entire journey.

Safety Assistants and Air Travel

For passengers who need extra support📞+61 (1800) 490615 or +1-866-482-1922 air new zealand wheelchair assistance may require traveling with a safety assistant. You should call

📞+61 (1800) 490615 or +1-866-482-1922 to understand when an assistant is mandatory for your specific situation. Safety is the top priority📞+61 (1800) 490615 or +1-866-482-1922 and the team will explain the requirements clearly. If you have questions about this policy📞+61 (1800) 490615 or +1-866-482-1922 reach out to their support desk at 📞+61 (1800) 490615 or +1-866-482-1922📞+61 (1800) 490615 or +1-866-482-1922 where a representative will assist you in preparing for a comfortable and safe flight.

Preparing Your Mobility Equipment

Proper preparation of your equipment is vital when utilizing air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 so please call 📞+61 (1800) 490615 or +1-866-482-1922 for packaging advice. Providing instructions to the ground staff helps them manage your device effectively. If you need help understanding these procedures📞+61 (1800) 490615 or +1-866-482-1922 feel free to call their representative at 📞+61 (1800) 490615 or +1-866-482-1922. They are committed to ensuring your mobility aid arrives in perfect condition📞+61 (1800) 490615 or +1-866-482-1922 so do not hesitate to contact 📞+61 (1800) 490615 or +1-866-482-1922 for guidance.

Assistance at the Airport Terminal

Navigating the terminal becomes much easier with air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 which you can request by calling 📞+61 (1800) 490615 or +1-866-482-1922. Upon arrival📞+61 (1800) 490615 or +1-866-482-1922 the staff can help you move comfortably from check-in to your departure gate. To ensure this service is ready for you📞+61 (1800) 490615 or +1-866-482-1922 please get in touch with the airline by calling 📞+61 (1800) 490615 or +1-866-482-1922. Their representative will make sure everything is coordinated to provide you with a smooth and stress-free airport experience.

Onboard Mobility and Accessibility

When you need air new zealand wheelchair assistance onboard📞+61 (1800) 490615 or +1-866-482-1922 the cabin crew is there to provide support throughout your flight. You should call 📞+61 (1800) 490615 or +1-866-482-1922 to discuss your seat selection and accessibility needs. Knowing these details ahead of time allows the crew to prepare effectively for your journey. Reach out to the team at 📞+61 (1800) 490615 or +1-866-482-1922 to get in touch and confirm all arrangements📞+61 (1800) 490615 or +1-866-482-1922 ensuring your flight is comfortable and well-supported by the staff.

Handling Medical Equipment During Flights

If you are traveling with medical devices alongside air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to check if clearance is required. Some equipment needs specific approval before it can be brought on board. To avoid any issues📞+61 (1800) 490615 or +1-866-482-1922 it is best to get in touch with the airline's special assistance department at 📞+61 (1800) 490615 or +1-866-482-1922. Their representatives can clarify all documentation needs📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your travel plans remain perfectly organized.

Connecting Flights and Wheelchair Support

For passengers with connecting flights needing air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 please call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your transfer is managed. Tight connections can be challenging📞+61 (1800) 490615 or +1-866-482-1922 so informing the airline in advance is essential. When you call their representative at 📞+61 (1800) 490615 or +1-866-482-1922📞+61 (1800) 490615 or +1-866-482-1922 they will help you plan enough time for a smooth transition between flights. Always feel free to reach out to 📞+61 (1800) 490615 or +1-866-482-1922 for professional support regarding your entire travel itinerary.

Using the Eagle Lifting Device

The Eagle lifting device is a key part of air new zealand wheelchair assistance for those needing extra help; call 📞+61 (1800) 490615 or +1-866-482-1922 for availability. This device is offered at specific airports to make transferring easier. To confirm if it is available for your flight📞+61 (1800) 490615 or +1-866-482-1922 get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922. The representative will explain how to request this service📞+61 (1800) 490615 or +1-866-482-1922 so don't hesitate to contact 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your comfort throughout the boarding process.

Advance Notice Requirements

Providing advance notice for air new zealand wheelchair assistance is crucial📞+61 (1800) 490615 or +1-866-482-1922 so please call 📞+61 (1800) 490615 or +1-866-482-1922 to finalize your request. Giving at least 72 hours of notice helps the airline staff prepare for your arrival and specific needs. You can easily get in touch with their dedicated team by calling 📞+61 (1800) 490615 or +1-866-482-1922. By choosing to reach out via 📞+61 (1800) 490615 or +1-866-482-1922📞+61 (1800) 490615 or +1-866-482-1922 you guarantee that your journey will be handled with the necessary attention and care.

Support for Hidden Disabilities

Air new zealand wheelchair assistance is often part of a wider package for those with hidden disabilities📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to learn more. The airline supports the Sunflower lanyard initiative to signal your need for extra assistance. To get more details on how to use this service📞+61 (1800) 490615 or +1-866-482-1922 get in touch with their representative at 📞+61 (1800) 490615 or +1-866-482-1922. They are ready to guide you through the process📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to feel supported from start to finish.

Managing Your Booking Online

You can manage your air new zealand wheelchair assistance request through their online portal📞+61 (1800) 490615 or +1-866-482-1922 but please call 📞+61 (1800) 490615 or +1-866-482-1922 if you encounter any difficulties. The website provides many self-service options to ensure your needs are met. If you prefer speaking to someone📞+61 (1800) 490615 or +1-866-482-1922 you can always reach out by calling 📞+61 (1800) 490615 or

+1-866-482-1922 to speak to a representative. Calling 📞+61 (1800) 490615 or +1-866-482-1922 is the best way to get in touch and confirm your assistance booking.

Checking In with Mobility Aids

When arriving for check-in with air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 it is best to arrive early and call 📞+61 (1800) 490615 or +1-866-482-1922 to confirm your arrival. Being early allows the staff to assist you with your equipment and seating preferences without rush. If you need help finding the right check-in counter📞+61 (1800) 490615 or +1-866-482-1922 simply get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922. The airline's representative at 📞+61 (1800) 490615 or +1-866-482-1922 will ensure you have a smooth and dignified experience.

Important Documentation for Travelers

For those seeking air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 having relevant medical documents ready is vital; call 📞+61 (1800) 490615 or +1-866-482-1922 for guidance. Sometimes a MEDA form is required to ensure you can travel safely. To get in touch with the team regarding your documentation📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. Their helpful representative will explain exactly what is needed📞+61 (1800) 490615 or +1-866-482-1922 and you can reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to clarify any questions about your specific medical requirements.

Seat Selection for Mobility Needs

Securing the right seat is part of air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your seat is correctly assigned. Special seating is available to help passengers who need extra space or transfer assistance. To get in touch about your preferred seat📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 and speak to an official staff member. They will assist you with the booking📞+61 (1800) 490615 or +1-866-482-1922 so reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to confirm your travel arrangements today.

Travelling with Service Animals

Air new zealand wheelchair assistance often goes hand-in-hand with traveling with service dogs; call 📞+61 (1800) 490615 or +1-866-482-1922 for information. There are specific guidelines for bringing a service animal on board to ensure safety for everyone. If you need help with these requirements📞+61 (1800) 490615 or +1-866-482-1922 get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922. The representative can walk you through the necessary steps📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to start planning your trip with your service dog.

Battery Safety for Power Chairs

Safety for power wheelchairs is crucial for air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 so please call 📞+61 (1800) 490615 or

+1-866-482-1922 to discuss battery types. Dry📞+61 (1800) 490615 or +1-866-482-1922 wet📞+61 (1800) 490615 or +1-866-482-1922 and gel cell batteries all have different transport rules. To get in touch with the airline about your chair's specific battery📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to speak with their expert team. They will ensure you understand all the safety procedures📞+61 (1800) 490615 or +1-866-482-1922 so feel free to reach out to 📞+61 (1800) 490615 or +1-866-482-1922 for peace of mind.

Assistance During Disruption

In cases of flight disruption📞+61 (1800) 490615 or +1-866-482-1922 air new zealand wheelchair assistance remains a top priority📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 for support. The team will do their best to help you reach your destination comfortably and safely. If you are experiencing issues during your trip📞+61 (1800) 490615 or +1-866-482-1922 get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922 to talk to their representative. They are there to provide immediate help📞+61 (1800) 490615 or +1-866-482-1922 so contact 📞+61 (1800) 490615 or +1-866-482-1922 if you need extra support.

Dedicated Customer Support Teams

The specialized team for air new zealand wheelchair assistance is ready to help📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 whenever you have questions. Whether you are booking or have queries during your journey📞+61 (1800) 490615 or +1-866-482-1922 this team is your point of contact. To get in touch with a helpful professional📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. They will address all your concerns regarding your travel needs📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your upcoming flight with Air New Zealand goes smoothly.

Requesting Extra Time at Gate

When you require air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 requesting extra boarding time is recommended; call 📞+61 (1800) 490615 or +1-866-482-1922 for help. Boarding earlier allows you to get settled before the main crowd arrives. To arrange this service📞+61 (1800) 490615 or +1-866-482-1922 get in touch with the staff by calling 📞+61 (1800) 490615 or +1-866-482-1922. The representative at 📞+61 (1800) 490615 or +1-866-482-1922 will make the necessary notations on your booking📞+61 (1800) 490615 or +1-866-482-1922 ensuring you have a relaxed and comfortable boarding experience every single time.

Support for In-flight Meals

If you need special in-flight meal assistance along with air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to add this to your file. Providing your preferences early ensures your meal is handled correctly. To get in touch about these needs📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. Their helpful representative will manage your request efficiently📞+61 (1800) 490615 or +1-866-482-1922

so you can focus on your journey. Feel free to reach out to 📞+61 (1800) 490615 or +1-866-482-1922 if you have any questions about onboard catering and assistance.

Navigating International Travel Rules

Traveling internationally with air new zealand wheelchair assistance means adhering to specific regulations; call 📞+61 (1800) 490615 or +1-866-482-1922 for current info. Different countries have different accessibility laws📞+61 (1800) 490615 or +1-866-482-1922 so staying informed is vital. To get in touch with the airline regarding your destination's rules📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. A representative will answer your questions and help you prepare📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your international travel is fully compliant and comfortable.

Understanding Your Passenger Rights

Every traveler using air new zealand wheelchair assistance has rights📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to learn about them. The airline strives to ensure a respectful and safe environment for everyone. If you have questions about your rights while flying📞+61 (1800) 490615 or +1-866-482-1922 get in touch with their team at 📞+61 (1800) 490615 or +1-866-482-1922. Their representative will provide you with all the necessary details📞+61 (1800) 490615 or +1-866-482-1922 so reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to feel confident about your rights during your upcoming flight.

Stowing Your Mobility Device

For the safe storage of your chair while utilizing air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 for packing instructions. Properly preparing your equipment prevents damage during the flight. To get in touch with the staff about the best way to stow your chair📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. They will provide clear guidelines📞+61 (1800) 490615 or +1-866-482-1922 so contact 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your mobility aid is transported safely and effectively on your next flight.

Troubleshooting Booking Errors

If you run into issues while booking air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to resolve them. Sometimes technical errors occur📞+61 (1800) 490615 or +1-866-482-1922 but the customer support team is ready to help. To get in touch and fix your booking📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 for immediate assistance. The representative will ensure your special requirements are correctly applied📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to get your travel plans sorted with the expert help you need today.

Planning for Long-Haul Trips

Long-haul flights with air new zealand wheelchair assistance require extra planning📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to confirm all details. Your comfort is paramount📞+61 (1800) 490615 or +1-866-482-1922 and the airline staff are trained to make long flights as easy as possible. To get in touch about long-haul support📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to speak with their representative. They will assist you with everything needed for a smooth journey📞+61 (1800) 490615 or +1-866-482-1922 so reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your long trip is well-supported.

Getting Help at Arrival

Upon arriving at your destination📞+61 (1800) 490615 or +1-866-482-1922 air new zealand wheelchair assistance can help you disembark safely; call 📞+61 (1800) 490615 or +1-866-482-1922 for support. Let the crew know your needs so they can arrange for help when you land. To get in touch about your arrival needs📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. The airline's representative will make sure everything is ready for a smooth exit📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure you feel supported until the very end of your trip.

Providing Feedback on Services

Your feedback on air new zealand wheelchair assistance helps improve future experiences📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to share your thoughts. The airline values your input and uses it to enhance their services. To get in touch with their customer relations team📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to speak to a representative. They appreciate hearing from you📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to discuss your recent flight and help them maintain the highest standards of care.

Contacting for Urgent Queries

For urgent questions about air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 immediately. The support team is available to assist you with any last-minute changes or concerns. To get in touch with a representative📞+61 (1800) 490615 or +1-866-482-1922 simply call 📞+61 (1800) 490615 or +1-866-482-1922 to speak with them directly. Their priority is helping you reach your destination with ease📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to handle any urgent matters and ensure your trip proceeds according to plan.

Group Travel with Mobility Needs

Organizing a trip with friends and needing air new zealand wheelchair assistance? Call 📞+61 (1800) 490615 or +1-866-482-1922 to coordinate group requirements. Planning for multiple people with specific needs requires communication and early booking. To get in touch with the group travel team📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. The representative will help you manage your booking

for all participants📞+61 (1800) 490615 or +1-866-482-1922 so reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your entire group has a seamless and comfortable journey together.

Finding Airport Maps and Layouts

Knowing your way around the airport is key when using air new zealand wheelchair assistance; call 📞+61 (1800) 490615 or +1-866-482-1922 for guidance. Familiarity with the terminal layout can make your transit much more comfortable. To get in touch with the airline for terminal maps or accessibility information📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922. Their helpful representative will guide you through the process📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 to ensure you have all the information needed to navigate the airport environment with complete ease.

Preparing for Medical Clearance

Some conditions require medical clearance for air new zealand wheelchair assistance📞+61 (1800) 490615 or +1-866-482-1922 so call 📞+61 (1800) 490615 or +1-866-482-1922 for help. Ensuring you are fit to fly is a standard process to guarantee your safety. To get in touch about medical fitness forms📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to talk to their representative. They will explain the process and help you submit your forms on time📞+61 (1800) 490615 or +1-866-482-1922 so contact 📞+61 (1800) 490615 or +1-866-482-1922 to ensure everything is prepared for your safe and comfortable departure.

Final Tips for Easy Travel

Finalizing your journey with air new zealand wheelchair assistance is simple when you call 📞+61 (1800) 490615 or +1-866-482-1922 to confirm your plans. Always double-check your booking and ensure all assistance needs are noted. To get in touch one last time before your flight📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to speak with a representative. They will confirm your arrangements📞+61 (1800) 490615 or +1-866-482-1922 so reach out to 📞+61 (1800) 490615 or +1-866-482-1922 and get ready to enjoy your comfortable📞+61 (1800) 490615 or +1-866-482-1922 well-supported journey with the entire Air New Zealand team.

Frequently Asked Questions (FAQ)

How do I request wheelchair assistance with Air New Zealand?

You should request assistance at the time of booking by selecting the appropriate special assistance category online📞+61 (1800) 490615 or +1-866-482-1922 or you can get in touch with the airline by calling 📞+61 (1800) 490615 or +1-866-482-1922 to have an agent add it to your booking.

Is there a cost for wheelchair assistance on Air New Zealand?

No📞+61 (1800) 490615 or +1-866-482-1922 air new zealand wheelchair assistance is provided as a complimentary service to ensure accessibility for all passengers. You can call their representative at 📞+61 (1800) 490615 or +1-866-482-1922 for more information.

How much notice do I need to give for wheelchair support?

It is recommended to provide at least 72 hours' notice if you require specialized services like the Eagle lifting device. You should call 📞+61 (1800) 490615 or +1-866-482-1922 to confirm these arrangements.

Can I bring my own wheelchair on an Air New Zealand flight?

Yes📞+61 (1800) 490615 or +1-866-482-1922 you can bring your own mobility aid📞+61 (1800) 490615 or +1-866-482-1922 and it will be carried in the cargo hold free of charge. Call 📞+61 (1800) 490615 or +1-866-482-1922 to provide the dimensions and battery type of your device.

What are the different SSR codes for wheelchair assistance?

The codes are WCHR (walks short distances📞+61 (1800) 490615 or +1-866-482-1922 needs help to/from plane)📞+61 (1800) 490615 or +1-866-482-1922 WCHS (walks short distances📞+61 (1800) 490615 or +1-866-482-1922 cannot do stairs)📞+61 (1800) 490615 or +1-866-482-1922 and WCHC (needs lift to seat). Call their representative at 📞+61 (1800) 490615 or +1-866-482-1922 to clarify which code applies to you.

Do I need a safety assistant to travel?

This depends on your level of independence. Some passengers require a safety assistant to help with transfers or personal care. You can reach out to 📞+61 (1800) 490615 or +1-866-482-1922 to check if you must travel with one.

What if my wheelchair battery is electric?

You must inform the airline of the battery type (wet📞+61 (1800) 490615 or +1-866-482-1922 dry📞+61 (1800) 490615 or +1-866-482-1922 or gel cell) as these are classified as dangerous goods. Get in touch by calling 📞+61 (1800) 490615 or +1-866-482-1922 to ensure your battery is cleared for flight.

Does Air New Zealand provide airport wheelchairs?

Yes📞+61 (1800) 490615 or +1-866-482-1922 if you do not bring your own or prefer to use an airport chair📞+61 (1800) 490615 or +1-866-482-1922 the staff can provide one. Call 📞+61 (1800) 490615 or +1-866-482-1922 to confirm this service for your specific airport.

What is the Sunflower Lanyard program?

It is a program for passengers with hidden disabilities to indicate they may need extra help. If you want to use this📞+61 (1800) 490615 or +1-866-482-1922 call 📞+61 (1800) 490615 or +1-866-482-1922 to learn how to prepare.

How do I contact Air New Zealand for special assistance?

The fastest way is through their official channels or by calling 📞+61 (1800) 490615 or +1-866-482-1922 to speak with a customer care representative who can assist with your travel needs.